RELOCATION PROGRAM

Moving Made Easy

Customer Satisfaction Survey (CSS)

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DEFENSE PERSONAL PROPERTY PROGRAM

[here]

12th Annual Joint Services/Agency/ERC Relocation Training Conference

Defense Personal Property Program : DP3

- **TOPS Program :** legacy program based on lowest cost procurement with “me-too” rate filing
  - **Computer system supporting program:**
    - **TOPS -** legacy, decentralized system comprised of multiple disparate programs for managing personal property moves; possesses limited functionality in procurement, shipment management, and billing and payment
- **DP3 :** best value based program
  - **Computer system supporting program:**
    - **DPS** – centralized, integrated system with 24/7 access supporting DP3 as the one-stop source for managing personal property moves from counseling and shipment award through invoicing and claims settlement

Best Value Score : BVS

- **DP3 awards shipments based on the best value criteria:**
  - Customer Satisfaction Survey (50%)
  - Claims (20%)
  - Rates (30%)

- **Transportation Service Providers (TSP) are assigned to one of four quality bands, within each channel, based on their BVS**

- **TSPs are ranked from highest to lowest BVS within each channel**

Customer Satisfaction Survey : CSS

- **Backbone of DP3**
  - Web-based survey that allows a customers to “score” the service and performance received from a TSP during the shipment of their household goods

- **Impact on TSPs:**
  - CSS allows the opportunity for customers to influence which companies move their household goods
  - Represents the Customers “voice” about the service they received
  - Survey completion allows for higher quality moves to our customers

CSS Survey Questions

- **The Survey consist of four sections:**
  - Section I: Origin PPSO (Questions 1-3)
  - Section II: TSPs (Questions 4-9)
  - Section III: Destination PPSO (Question 10)
  - Section IV: Quality of Life (Question 11-12)
- **Section II is used for TSP scoring**

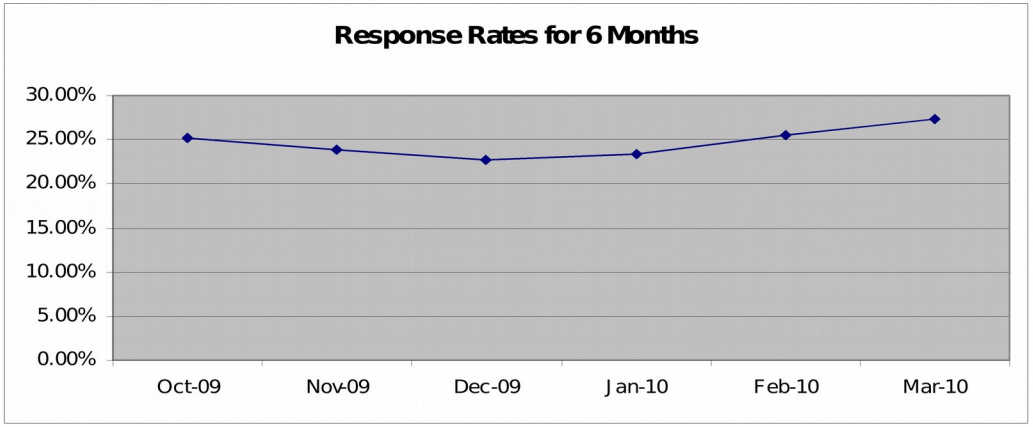
CSS Challenges

- **Using two systems to complete surveys:**
  - TOPS
  - DPS
- **Currently phone call survey completion capability is only available for TOPS shipments**
- **Survey isn’t accessible because shipment isn’t marked as delivered complete**
- **Some confusion exists due to TSP’s internal surveys**

Increasing Survey Response Rates

- **Increasing Accessibility**
  - DPS Direct Link (active as of 1 April)
  - Telephone Surveyor Role
- **Raising Awareness**
  - Training/ Education
  - Marketing Materials
- **Forced Discipline**
  - Senior Enlisted Staff
  - DTR Change

Survey Access Type	TOPS	DPS
Web Site Login	8.2%	100.0%
Email Link	71.9%	N/A
Phone	19.9%	N/A
Total	100.0%	100.0%



Contact Information

- CSS email box: sddc.safb.css@us.army.mil
- For more program information: www.move.mil
- Help Desk: 1-800-462-2176 option 7 for ICSS